

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Community Engagement Officer	Department	Southern Region
Location	Toowoomba	Direct/Indirect Reports	Nil
Reports to	Place Based Lead Toowoomba	Date Revised	September 2017
Industrial Instrument	Social Home Care and Disability Services Award		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

■ Position Summary

Red Cross Community Programs in Queensland has seen exponential growth over the last 5 years. The growth agenda has been driven by State and Commonwealth government which has given us our critical mass and created a large regional and remote footprint. The organisation is now actively progressing its Strategy 2020 agenda to clearly focus our efforts over the coming years and position us to make a real and lasting difference to the lives of people in Australia and overseas. Consequently, Queensland is realigning its operations to the revised goals and outcomes which present a much sharper focus of what we are going to do over the next five years. The position's primary responsibility is to operationalise *Strategy 2020 – Goal 1: Build an inclusive, diverse and active humanitarian movement based on voluntary service* and *Goal 4: Improve the wellbeing of those experiencing extreme vulnerability*.

Reporting to the Place Based Lead Toowoomba, the **Community Engagement Officer** will contribute to enabling place-based operational goals and volunteer engagement in Toowoomba.

The **community engagement focus** will be to provide operational support as well as contribute to the development of community engagement strategies in the Toowoomba area. In line with Strategy 2020, the work will embed community engagement in all of our work and support the Toowoomba community about becoming more self-organising.

The **Community Engagement Officer** will support the delivery of a consistent approach to community development by Red Cross people and the ongoing involvement of community leaders, community groups, Red Cross volunteers/members/staff, and other non-government organisations.

The position will also focus on engaging with Aboriginal and-or Torres Strait Islander communities as well as the Culturally and Linguistically Diverse people and communities around volunteering issues.

■ Position Responsibilities

Key Responsibilities

- Operating from an evidence and needs based approach support the planning, development and delivery of community engagement activities in the Toowoomba community
- Coordinate and drive an active volunteer program by encouraging and assisting the involvement and participation of community members

- Contribute to the development and implementation of a volunteer engagement strategy for the Toowoomba community; including working on recruitment, coordination and training of volunteers, volunteer induction, volunteer social events, and volunteer meetings
- Engage with communities to identify and support development of community-led responses to issues impacting on community members in accordance with Red Cross Strategy 2020 priorities
- Support the development and implementation of community engagement initiatives and approaches to ensure that client voice leads the community direction
- Build and maintain relationship based partnerships with relevant organisations, interest groups, client groups, non-government organisations and other stakeholders to support the community
- In consultation with the leadership team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Use appropriate research, planning and evaluation methodologies when delivering community projects/initiatives
- Assist the Place Based Lead to develop project plans and proposals and provide regular and accurate reports in a timely manner

Key Responsibilities- general

Humanitarian Placed Based and General Activities

- Develop and maintain knowledge of current services and infrastructure that support the community and facilitate the sharing of information, knowledge and resources between stakeholders and groups
- Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations
- Contribute to Red Cross Strategy 2020 – Goal 2 by responding to disasters and other significant emergencies and/or supporting business continuity, in times of activation
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of issues, grievances and complaints

■ Position Selection Criteria

Technical Competencies

- Experience and demonstrated skills in the design, implementation and evaluation of community based project work and working with communities to facilitate participation of people and communities in broader decision-making processes, promote individual and community autonomy, advocate for systemic changes, and identify and mobilise social resources
- Demonstrated experience in establishing strong and effective partnerships with community groups, service providers and other key stakeholders to develop responses to community issues and build on community strengths and resources
- Well developed verbal and written communication skills
- Knowledge of and experience in working within Aboriginal and Torres Strait Island and Culturally and Linguistically Diverse people and communities
- Ability to exercise initiative, discretion and judgement in working both independently and as part of a team

Qualifications/Licenses

- Tertiary qualifications in community development or a related field
- Experience working in a similar position, in a community services' organisation or setting
- Current and valid Australian Drivers License

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters